

## ***CCSP Highlights***

### ***Statewide Data Collection & Analysis Reports – Fall 2006***

#### **Project Overview**

In preparation for the State planning process, the Department of Human Resources Division of Aging Services (DHR/DAS) collaborated with the GA Health Policy Center (GHPC) and Kennesaw State University (KSU) on a project to collect representative public input. The primary project objective was to ascertain the level of constituent knowledge about programs and services provided through DAS, the perceived value and barriers of DAS programs and services, as well as to obtain constituent suggestions for recommended changes and ideas for new DAS initiatives.

Project results will provide data relevant to development of the 2008-2011 State Plan on Aging due August 1, 2007 as well as for renewal of the federal CCSP Medicaid 5-year waiver program cycle (10/1/2007-9/30/2012).

*GHPC CCSP waiver renewal survey results reveal clients are supportive of and happy with CCSP services overall. Most believe the CCSP has improved their lives, and most would recommend it. Responses are consistent across the 12 AAA regions.*

- 97% say the CCSP program has made their lives better and/or has maintained their quality of life
- 94% of respondents are very or somewhat satisfied with CCSP services
- 93% would recommend the CCSP to family and friends
- 92% of respondents believe their Care Coordinator helps them get the things they need

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#### **Target Constituent Populations**

Consumers over age 60; pre-senior consumers age 50-60; disabled persons who are eligible for services; family members and other caregivers who assist senior or disabled persons; professional providers of services to seniors and the disabled; other consumers of services offered by DAS; nursing facility or personal care home residents, and, the state's regional Area Agencies on Aging (AAAs).

#### **Survey Methods**

Statewide Public Hearings, CCSP Focus Groups, AAA & CCSP web and mail surveys, in-person interviews, and telephone surveys.

*"Participants enrolled in the CCSP were more connected to their service providers than any other consumers I have seen in 20 years of conducting focus groups. For these individuals, CCSP represented an essential need for quality of living. But more than that, CCSP Care Coordinators were their lifeline to independence and peace of mind."*

Carol Pierannunzi, PhD., Director  
A.L. Burruss Institute of Public Service  
Kennesaw State University

*KSU CCSP waiver renewal consumer focus group results reveal that consumers want to remain independent, and regret any loss of independence. All consumers mentioned increased positive attitudes and mental outlook due to the program and services. CCSP services have improved relationships between consumers and in-home family caregivers.*

- Service delivery in CCSP is very personal for consumers and care coordinators.
- 96% of consumers are satisfied with services.
- Virtually all participants said that services were both essential and life changing.
- Provider agencies are satisfied with interactions with other agencies and 78% are satisfied with State CCSP responsiveness. 88% of agencies feel DAS policies, standards and procedures support them in performing job responsibilities.

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- 76% of respondents get additional help from family and friends, and 95% of them state that the additional help is primarily from family
- 70% of clients are very or somewhat involved with their service planning, but 36% would like to be more involved
- 58% know who their Care Coordinator is
- 36% of clients would like to do things outside their homes that they cannot do now, and most of the tasks are simple things such as gardening, running errands, and just getting outside.

*"In my eight years of evaluation at the Georgia Health Policy Center, I have never observed such a positive response to a program by its participants as I have in surveying CCSP clients. We were also very pleased with the survey's 75 percent cooperation rate. These are 'robust' results."*

Glenn M. Landers, MBA, MHA  
Senior Research Associate  
Georgia Health Policy Center  
Andrew Young School of Policy  
Studies  
Georgia State University

### **Opportunities for Improvement**

Concerns expressed by all populations of respondents:

- Transportation (AAA lack of access, options)
- Caregiver support (expand overnight, weekend, other services)
- Service provider quality (aides in CCSP Personal Support Services)
- Consumer understanding of services available (AAA information, education, communication, marketing)
- Consumer access to services (AAA; CCSP wait list)
- Limited range of services (AAA service gaps, transportation, food programs, dental, vision)
- Connections to other populations and programs within the community
- Need for CCSP provider agency staff training and compensation evaluation
- Consumer dissatisfaction with CCSP was with Personal Support aides.

### **CCSP Priorities**

- ✓ Continue to provide preventive, cost effective services (focus on gaps of services)
- ✓ Continue to identify best practice models
- ✓ Expand partnerships and inter/intra-agency collaboration